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received from the at least one call center to select the agent addresses at agent workstations in the at least one call center to route the incoming IPNT calls.

7. The IPNT call-routing system of claim 6 wherein the SCP processor communicates with a Computer Telephony Integration (CTI) processor at the at least one call center by TCP/IP protocol.

8. The IPNT call routing system of claim 7 wherein the CTI processor and the plurality of computer platforms are connected on a local area network at the call center.

9. The IPNT call routing system of claim 8 further comprising a data server processor is connected to the LAN, the data server processor running an instance of a database comprising data associated with customers placing incoming calls to the call routing system.

10. The IPNT call routing system of claim 6 wherein the WAN is the Internet.

11. An Internet Protocol Network Telephony (IPNT) call processing system for routing incoming calls to at least one agent workstation in an IPNT-capable call center, comprising:

an Internet routing server adapted to route IPNT calls; and